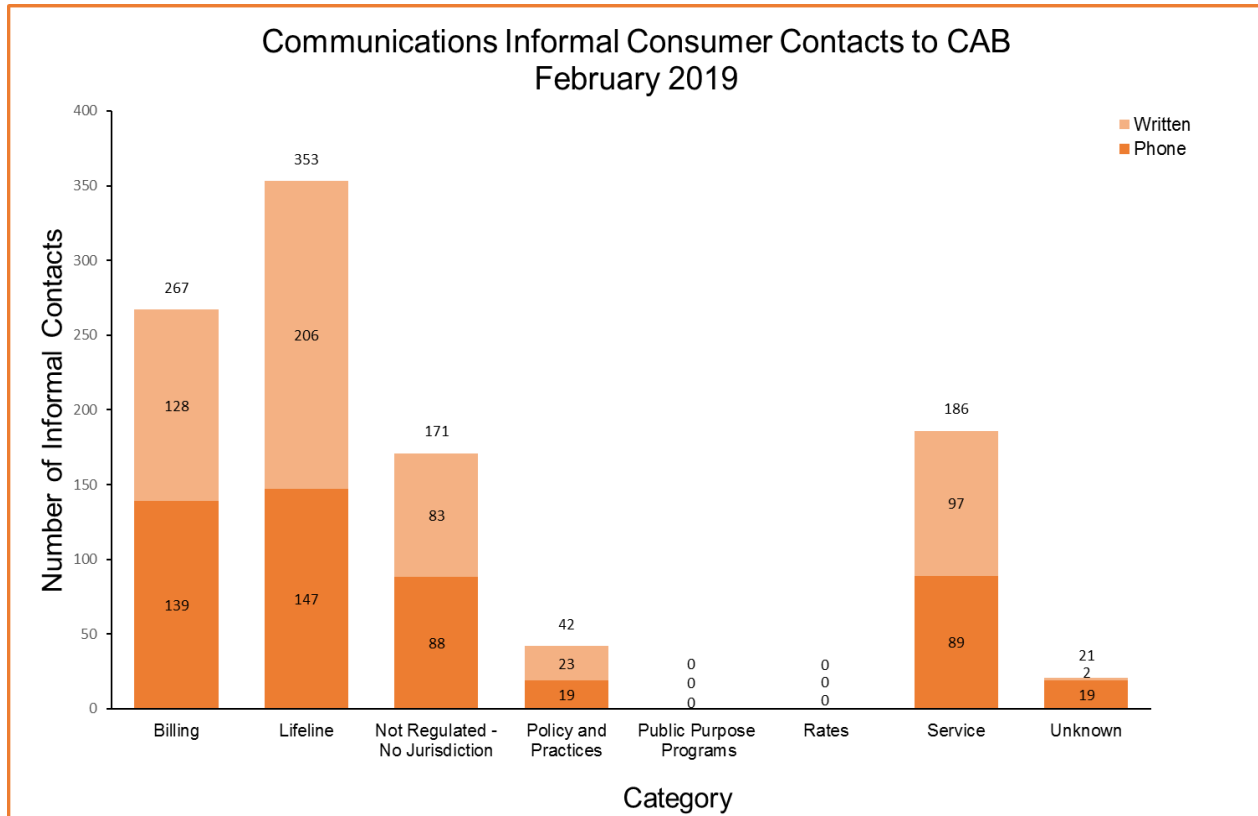


California Public Utilities Commission  
Consumer Affairs Branch

## Communications Industry Informal Consumer Contacts February 2019



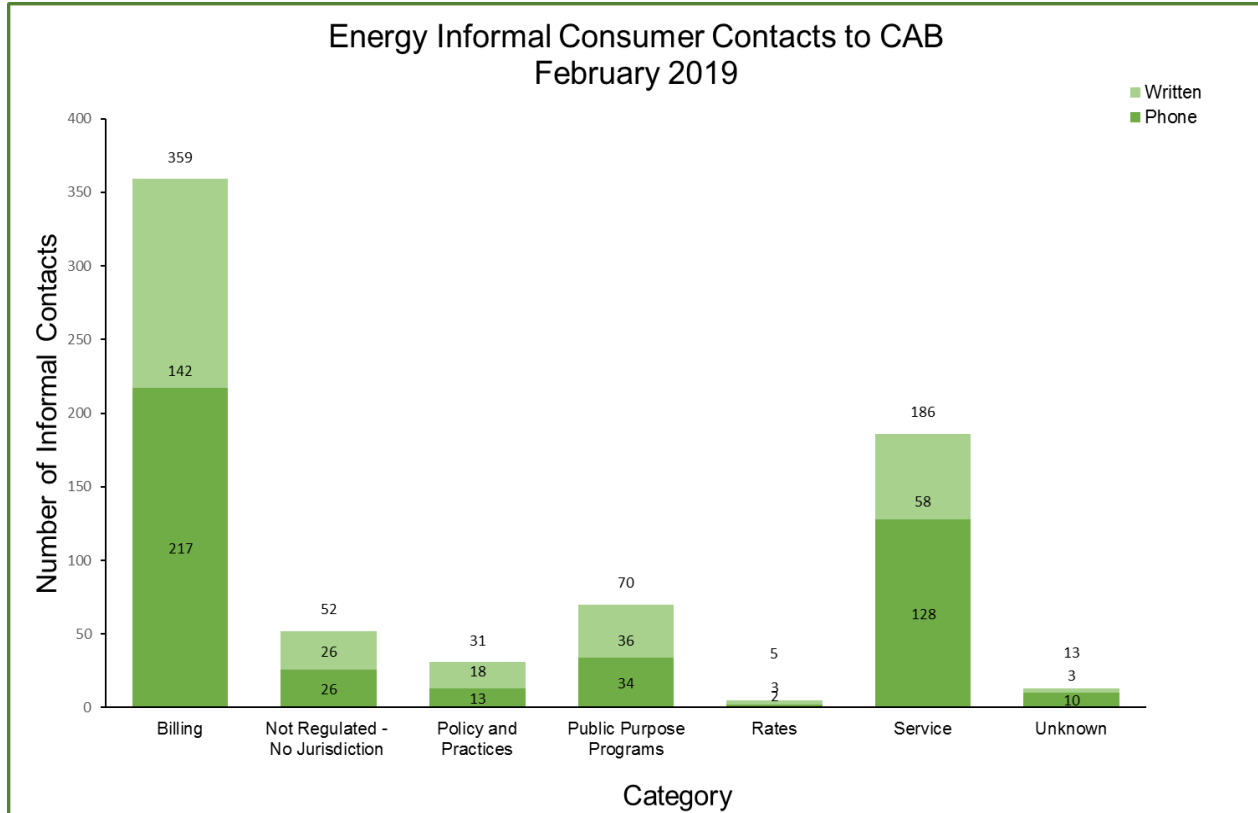
Communications Informal Consumer Contacts to CAB February 2019

Category <sup>1</sup>	Phone	Written	Total	% of Total
<b>Billing</b>	139	128	267	26%
<b>Lifeline</b>	147	206	353	34%
<b>Not Regulated - No Jurisdiction</b>	88	83	171	16%
<b>Policy and Practices</b>	19	23	42	4.0%
<b>Public Purpose Programs</b>	0	0	0	0.0%
<b>Rates</b>	0	0	0	0.0%
<b>Service</b>	89	97	186	18%
<b>Unknown</b>	19	2	21	2.0%
<b>Grand Total</b>	<b>501</b>	<b>539</b>	<b>1040</b>	<b>100%</b>

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

<sup>1</sup> Categories Definitions can be found [here](#).

## Energy Industry Informal Consumer Contacts February 2019



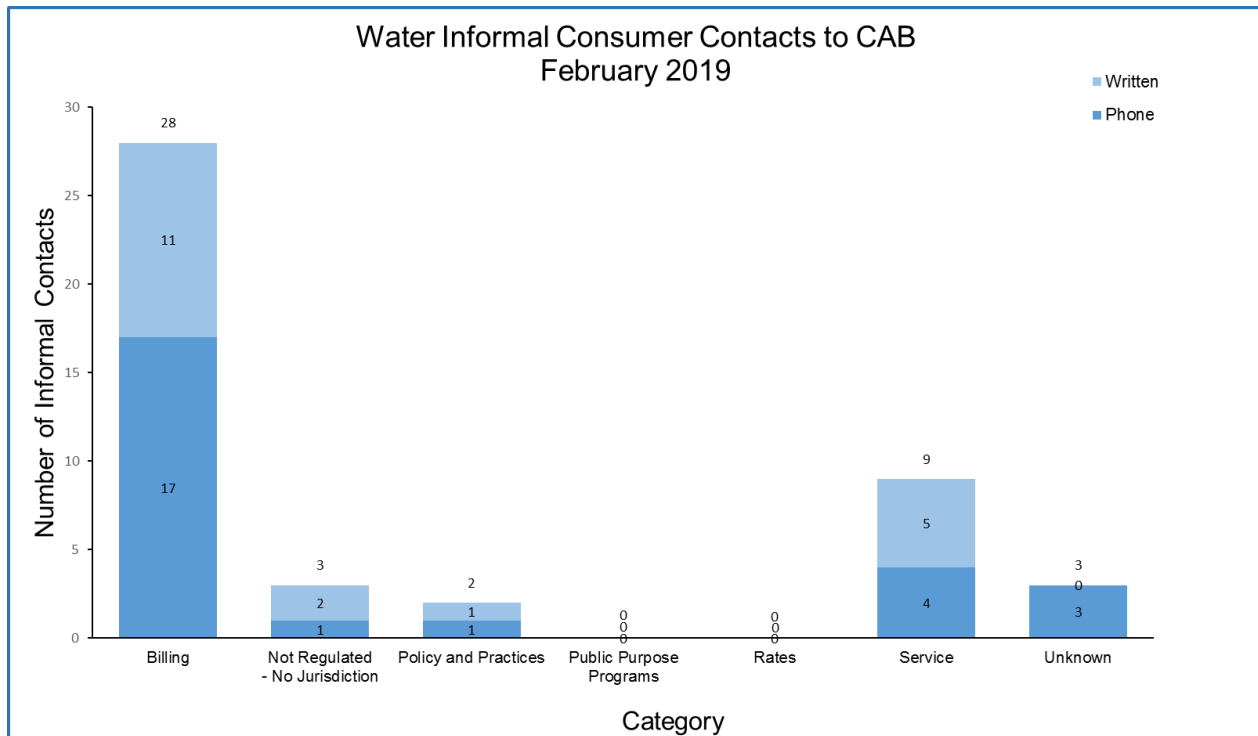
**Energy Informal Consumer Contacts to CAB February 2019**

Category <sup>1</sup>	Phone	Written	Total	% of Total
<b>Billing</b>	217	142	359	50%
<b>Not Regulated - No Jurisdiction</b>	26	26	52	7%
<b>Policy and Practices</b>	13	18	31	4%
<b>Public Purpose Programs</b>	34	36	70	10%
<b>Rates</b>	2	3	5	1%
<b>Service</b>	128	58	186	26%
<b>Unknown</b>	10	3	13	2%
<b>Grand Total</b>	<b>430</b>	<b>286</b>	<b>716</b>	<b>100%</b>

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

<sup>1</sup> Categories Definitions can be found [here](#).

## Water Industry Informal Consumer Contacts February 2019



Water Informal Consumer Contacts to CAB February 2019

Category <sup>1</sup>	Phone	Written	Total	% Total
Billing	17	11	28	62%
Not Regulated - No Jurisdiction	1	2	3	7%
Policy and Practices	1	1	2	4%
Public Purpose Programs	0	0	0	0%
Rates	0	0	0	0%
Service	4	5	9	20%
Unknown	3	0	3	7%
Grand Total	26	19	45	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

<sup>1</sup> Categories Definitions can be found [here](#).